

FMLA Leave Process

STEP 6: Returning to Work

Before an employee may return to work from continuous leave due to his/her Serious Health Condition, a Return to Work (RTW) form must be completed by the health care provider and returned to the Manager/Supervisor.

STEP 5: Case Management

Reed Group remains in contact with all parties during leave and provides ongoing notifications specific to the employee's FMLA case. (See Notification Definitions.)

Managers/Supervisors:

- Can run LeavePro reports to track FMLA leave(s) and to verify FMLA time codes and timesheets before approving. Recommended report = Notification Changes Detail Report for both Continuous and Intermittent absences.
- Notify HR to address timesheet discrepancies.

STEP 1: Initiating FMLA Leave Request

Employees must notify Reed Group (RG) within 30 calendar days prior to an FMLA-qualifying absence or 2 calendar days (48 hours) after the start of the absence: 844-507-5393 (toll-free; answered 8a-8p, M-F).

After the 48-hour reporting deadline, the Manager/Supervisor or HR has up to 2 weeks to report an employee's absence.

RG will automatically deny leave requests outside reporting deadlines.

HOWEVER ... In the event of extenuating circumstances, HR may request an exception via the DAS HRE FMLA Program Manager. (Reed Group will only grant exceptions submitted by the FMLA Program Manager.)

Before taking FMLA leave or as soon as possible, employees should contact their Manager/Supervisor or HR for 3 forms: Leave Retention (may retain up to 80 hours of vacation if accrued at time of election), Return to Work (required for continuous absences due to employee health conditions), & Job Description/Essential Functions (for absences due to employee health conditions).

STEP 4: FMLA Notification

RG sends determination notification to the Employee, Manager/Supervisor and HR within 5 business days of receiving completed paperwork. If approved, a case is opened.

STEP 2: Eligibility & CHCP

Following intake, RG sends employee: Eligibility Notification Rights & Responsibilities, and Certification of Health Care Provider (CHCP) within 5 business days.

Eligibility Notifications are also sent to Manager/Supervisor and HR. (Even employees who do not meet eligibility requirements should report absences to RG.)

Certification forms must be completed by the employee and health care provider and returned to Reed Group within 15 calendar days. (Reed Group may grant a 10-day extension at the employee's request if circumstances warrant.)

STEP 3: FMLA Determination

RG receives completed CHCP forms and makes FMLA determinations within 5 business days.

If the paperwork is received but is incomplete or unclear, Reed Group will return the CHCP with a 7-day cure notice.

If the CHCP is not received, Reed Group will send reminders before denying the claim. Once a claim is denied, it may be overturned if completed paperwork is received.

(CHCP not required when Sedgwick verifies Work Comp claim.)



For FMLA determinations or to report Military Leave, contact Reed Group.
Toll-Free: 844-507-5393 (8am-8pm, M-F)
Email: StateofIowa@ReedGroup.com
LeavePro portal: stateofiowa.leavepro.com
Fax: 720-456-4790

DAS HRE FMLA Webpage:
<https://das.iowa.gov/human-resources/fmla>



Requests for Exceptions, 2nd Opinions, Employer-Initiated Recertifications, or FMLA Designations must be submitted in writing by the agency's Human Resource contact to the DAS HRE FMLA Program Manager: FMLA@iowa.gov.

FMLA – Roles & Responsibilities

Managers/Supervisors

- Make employees aware of FMLA and FMLA resources on DAS HRE website, including Decision Tree and Reed Group (RG) contact information for FMLA reporting.
(<https://das.iowa.gov/human-resources/fmla>)
- Provide employees with 3 forms* (unless otherwise provided by HR) once FMLA leave is initiated and eligibility notices are received:
 - **Leave Retention** form (to retain up to 80 hours of vacation if accrued at time of election)
 - **Return to Work (RTW)** form (required when returning from continuous absence due to employee's health condition)
 - **Job Description/Essential Functions** (for absences due to employee's health condition that may affect job performance)

** Leave Retention & RTW forms available on DAS HRE FMLA webpage; job description/essential functions available from Manager/Supervisor or HR.*

- Any requests for 2nd Opinions must be initiated once the FMLA leave eligibility notification is received. Contact HR.

Employees

- Notify Manager/Supervisor of all absences per agency's policy.
- Refer to Decision Tree to identify when to notify Reed Group:
(<https://das.iowa.gov/human-resources/fmla>)
- Contact Reed Group by phone for initial FMLA-qualifying leave requests toll-free: **844-507-5393** (8a-8p M-F).
- Report additional absences for open intermittent FMLA leave case to Reed Group via LeavePro self-service portal: **stateofiowa.leavepro.com** (or toll-free number).
- Report Work Comp absences and Military Leave to management and Reed Group.
- Report FMLA-qualifying absences to management and Reed Group, even if eligibility requirements haven't been met.

Reed Group

- Perform Intake (by RG toll-free number or LeavePro online self-service portal).
- Sends Employee FMLA Packet containing **Eligibility Notification, Rights & Responsibilities, & Certification of Health Care Provider (CHCP)** form within 5 business days of intake/leave request.
- Send eligibility notifications to Manager/Supervisor (ER) and Human Resources (HR).

Human Resource Contacts

- Provide Leave Retention, Return to Work, Job Description/Essential Functions forms unless otherwise provided by Manager/Supervisor.
- Verify Reed Group reports and HRIS/PAYN for correct coding and notify Manager/Supervisor if HRIS/PAYN and Reed Group reports do not match. Resolve discrepancies.
- Route all Exceptions, 2nd Opinions, Employer-Initiated Recertifications and FMLA Designations to DAS HRE FMLA Program Manager at FMLA@iowa.gov.

FMLA – Roles & Responsibilities

Managers/Supervisors

- Advise employees to use appropriate FMLA codes for time reporting (“time types” in HRIS User Guide on SAE website).
 - Pending cases are provisionally FMLA covered. Record absence as FMLA in time reporting system (HRIS).
 - If FMLA is denied, discuss other leave options with employee.
- Receive Reed Group notifications during FMLA absences; monitor absences via LeavePro reports and verify FMLA leave codes on timesheets (in HRIS) before authorizing.
- Report time discrepancies to HR or Reed Group as appropriate to correct.

Employees

- Within 15 calendar days of receiving FMLA Packet – Return completed Certification of Health Care Provider (CHCP) form to Reed Group.
- If additional time is needed to return CHCP FMLA paperwork, or if a health care provider refuses to fill out paperwork and a reasonable effort to cure the situation has been made, the employee can request a 1-time, 10-day extension from Reed Group.
- Report absences on timesheet with appropriate time type (“time types” in HRIS User Guide on SAE website).
- **Return to Work (RTW)** – Employees on continuous leave must submit a RTW form completed by their health care provider to their Manager/Supervisor before resuming work.

Reed Group

- Receive CHCP, request additional info if needed & make determination.
- Within 5 business days of completed information, RG sends **Determination Notification** (approved or denied).
 - Reed Group issues notifications throughout the initial request and Case Management process:
 - Employee eligibility
 - Determination
 - Intermittent time off request
 - Extension request
 - Incomplete form
 - Form reminder
 - Leave exhaustion approaching
 - Leave exhaustion
 - Scheduled return to work
 - Case closed

Managers/Supervisors – Employee Issues

- If an employee fails to initiate a claim within 48 hours of the initial absence, OR doesn’t report the absence on HRIS as FMLA and the Manager/Supervisor believes the leave should be coded FMLA, the Manager/Supervisor should discuss the leave situation with the employee.
- If the employee agrees the leave should be FMLA covered, the employee will appropriately code HRIS as FMLA; the Manager/Supervisor will report the absence to Reed Group and notify HR.
- If the employee disagrees the leave should be FMLA covered but the Manager/Supervisor believes it is FMLA-qualified, the Manager/Supervisor will:
 - **Initiate** FMLA process with Reed Group directly if employees fail or refuses to report (must within 2 weeks of start of absence).
 - Note in HRIS: “Supervisor initiated FMLA on X date” and email HR with supporting details.
 - Approve timesheet in HRIS.
- As a last resort, contact HR to **designate** FMLA if sufficient information is known.

All requests for Exceptions, 2nd Opinions, Employer-Initiated Recertifications and FMLA Designations must be made from HR to DAS HRE FMLA Program Manager at FMLA@iowa.gov.